

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
BUSINESS INFORMATION SYSTEM
DUTY STATEMENT**

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| LEVEL: ASSISTANT INFORMATION SYSTEMS ANALYST | POSITION NUMBER: |
| TITLE: ASSISTANT INFORMATION SYSTEMS ANALYST | 065-501-1479-201 |

POSITION SUMMARY:

Under the supervision of the Staff Information Systems Analyst (Supervisor) (SISA Sup), Business Information System (BIS), Human Resources Functional Team, the Assistant Information Systems Analyst (Asst. ISA) assists in a variety of tasks in connection with analysis, development, implementation, project management and support for the BIS on the SAP systems software project. The Asst. ISA at the entry journey person level is responsible for assisting with automated system issues for the Time Management and Shift Scheduling functional module under the Human Capital Management (HCM) SAP module. This position acts as the primary contact for Headquarters, California Prison Health Care Services, Enterprise Information Services and all field operations relative to issues related to the Time Management and Shift Scheduling SAP module.

ESSENTIAL FUNCTIONS:

As the entry journey person on the SAP systems project, the incumbent assists in service disruption and resolution, new systems/services and system/service enhancements, and administrative functions. These functions will be achieved by analyzing, developing, implementing, maintaining, and evaluating the functionality of the HCM modules within SAP. The incumbent must also possess end-to-end understanding of CDCR's corresponding business processes, policies, and procedures. The incumbent is responsible for assisting business process owners, super users and the client community in a timely resolution of SAP issues. The incumbent is also responsible for understanding and assisting with the technical elements of schema, SAP data base tables, custom tables, master data, Development Implementation Management Guide, technical objects, table maintenance, view maintenance, security, and task review. The incumbent is required to assist in a variety of tasks in connection with the analysis, development, installation, implementation and support of SAP systems. The incumbent is required to operate a personal computer daily for extended periods of time. The incumbent requires strong communication skills, both written and verbal while executing the following specific duties:

Travel and overtime may be required

CONTACT WITH OTHERS: The incumbent has regular contact with:

- Adult Institutions and Juvenile Facilities – Wardens, Superintendents, Chief Deputy Wardens, Associate Wardens, Youth Authority Administrators, Institution Personnel Officers.
- Headquarters – Accounting Management, Accounting Policies & Procedures Section, Budget Management, Business Management, Facilities Planning & Maintenance, Contract Management, Enterprise Information Services, Personnel Management, Labor Relations, Internal Affairs, and Health & Safety.
- Control Agencies – State Controller's Office, Department of Personnel Administration, Department of Technology Services, State Compensation Insurance Fund and Department of General Services.

SUPERVISION EXERCISED: Does not apply

SUPERVISION RECEIVED: Staff Information Systems Analyst (Supervisor)

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| DUTIES: | |
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| 35% | Service Disruptions and Resolution: <ul style="list-style-type: none"> • Assist in system troubleshooting; • Assist in solving standard system problems; • Provide first level Help Desk support; • Provide assistance for standard production incidents; • Provide assistance in systems and network troubleshooting; • Assist in identifying and resolving standard problems within SAP; • Assist in resolving the standard technical questions, and problems; • Provide assistance in business functions and processes in Time Management and Shift Scheduling within SAP; • Escalate technical recommendations, problems and issues, orally and in written form, to the appropriate business process owners, SAP Online Service Support, BIS Technical Team and CDCR management, as required. |
| 30% | New Systems/Services and System/Service Enhancements: <ul style="list-style-type: none"> • Assist other analysts to develop and/or perform technical analysis of proposals; • Determine impact of upgrades and change system requests and services; • Perform evaluation and recommend approval/rejection of new functionality to the HCM modules within SAP; • Assist other analysts to analyze, evaluate, and create Production Change Requests for new and enhancements to the functionality within the HCM modules within SAP; • Analyze and track all problems/issues associated with SAP in the HCM modules. |
| 25% | Administrative/Training: <ul style="list-style-type: none"> • Keep current with Information Technology trends and products (especially those related to SAP, CDCR Client/Server applications, network configurations, SAP procedures and roles and State directives; • Share management; • Monitor, evaluate, and analyze systems capacity and performance; • Adjust the systems to the changing environment; • Generate reports on systems performance. |

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| This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned. | |
| Employee's Signature | Date |
| Supervisor's Signature | Date |